



Nicholls State University

Purchasing Office

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**ADDENDUM NO 2
FOR
NICHOLLS STATE UNIVERSITY
THIBODAUX, LOUISIANA
05/17/2021**

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SB01827 – Pay to Print Management Services

Bid Due at 3:00 PM on 06/08/2021

Purpose of Addendum:

1) Change bid due date to 06/08/2021 3:00 PM

2) Change in specifications

Additional requirements of the Printing Kiosk:

- Print system must have an app that runs on mobile devices (phones and tablets) The vendor is responsible for updating and maintaining this app for compatibility with major brands (apple, android)
- Print system must provide print drivers that work on windows and mac operating systems, these drivers must be updated to remain compatible with current and future operating system updates.
- Vendor should provide a cloud-based system that is fully managed by them. This includes installation, updates, backups, and maintenance of the system. The vendor is responsible for all aspects of the printing software from server side to kiosk (printers).
- The print system must be accessible by students from any internet connection whether on or off campus.
- The print system should allow students to print from cloud-based storage systems such as Google Drive, one drive, and drop box.
- The vendor should provide a real-time status page for printers on campus. This page should show real-time status of printer's availability. It should also display the remaining ink, paper, drum, and fuser life of all printers.
- The print system must authenticate users through our Active Director myNicholls ID
- The print system should have notification process where it can notify multiple support personnel when any printer is offline.
- The print system must be able to auto provision users from our Active Directory.

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Section 1.1: Remove existing wording and replace with the following:

The University shall enter into an exclusive contract with an experienced, responsible, qualified vendor to furnish and manage pay-for-print services for student printing. Services provided under this agreement shall be at no cost to the University.

Section 1.2: Remove existing wording and replace with the following:

As a result of cost-saving and productivity improvement ideas focused on implementing a technology that would enable a pay-for-print solution for students who use printing resources in high print volume areas such as the University's Library, and computer labs, the University desires to operate approximately eight (8) separate public printing areas on the main campus. Approximately 30,502 color and 564,210 black and white impressions are printed from July 2016 – current date 2020 existing contract for the present pay-to-print kiosks in the locations referenced in the ITB document. The University does not guarantee a minimum number of impressions. **Note-these print totals were affected by COVID19 requirements for remote instruction from March 2020 – August 2020.**

Vendor shall install, at Vendor's expense, eight (8), standard Print Stations and Equipment on the University's premises at such location(s) as are mutually agreed upon by the Parties. The equipment may be new or used. If the University desires more Print Stations, then the vendor has the option to:

- Charge a lease rate for the additional kiosks at the lease rate stated in their bid response if a rebate only is submitted, or:
- Charge a lease rate for the additional kiosks at the lease rate stated in their bid response if a combination of lease rate and rebates is submitted.

1.5 & 2.1 – Service Standards: Remove existing wording and replace with the following:

The University will assist the vendor with service calls on the equipment and deliver and maintain paper and toner levels for the printer paper, toner and consumables supplied by the vendor. The University, with the support of the vendor, will also provide assistance with replacing exchangeable parts if it is deemed necessary for the operation of the print station.

Section 2.2 – Service Guarantee: Remove existing wording and replace with the following:

The Vendor shall strive to provide the highest uptime level with the assistance of the University.

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Section 2.3.2 Total Print Management and Control – Remove existing working and replace with the following:

- The parties acknowledge it is in the best interest of both parties to maintain the highest service standards possible that are integral to the success of the Print System. For these reasons, the University agrees to allow the Vendor to provide training of agents and limit the University's use of agents to those properly trained.
- Providing University Information Technology Staff with paper, toner, parts, training, and support so the print stations can be maintained
- 24/7 remote monitoring and alert notification
- Vendor will provide Technical helpdesk support 6:00am – 6:00pm Monday – Friday
- Vendor assumes all responsibility for cost of implementation on the first 8 units. All additional units leased will be charged a \$500 shipping and installation fee paid to the Vendor by the University
- Provide and maintain a Support Website to include instructions for using the system, FAQs, instructions and electronic forms reporting problems, process/procedures for refund request, and print/kiosk locations on site. The website URL will be communicated to University personnel.
- Users of the solution should be able to delete or release print jobs from and machine across the network.
- The vendor shall communicate all changes and their impact to the user to the designated University personnel.
- Vendor will provide a solution that electronically creates and manage print accounts for members of the University community including students, faculty, staff and guest.

Section 4.0 – Contract Period: Remove existing wording and replace with the following:

The term of this contract shall begin on July 01, 2021 through June 30th, 2022. The initial term. At the option of the University and the acceptance of the contractor, this contract may be extended for four (4) additional twelve (12) month periods at the same terms and conditions.

Section 5.0 – Terms of Compensation: Remove first paragraph and replace with the following:

If the University desires to increase the price per print from the Vendor Standard Price, Vendor shall return to the University the entire amount of the markup charges minus a 20% cloud usage fee. If the University chooses to decrease the price per print from the Vendor Standard Price, the University will be responsible for paying the difference between the Vendor Standard Price and the per print price selected by the University.

Remove last sentence regarding the 2% Colonel Card Fee. This requirement is eliminated.

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Section 6.1.1 – Print Pricing: Remove last sentence and add the following:

Vendor may modify the per page pricing upon ninety (90) days written notice that includes documentation of a manufacturer's commodities increase in paper or other consumable supplies. It is not the intent of this Agreement to provide any type of "hedge" against manufacturers' commodities price increases.

Section 13.1 – Conduct Business: Eliminate last sentence and replace with the following.:

Successful Bidder will provide trained, qualified repairmen

Section 13.2 – Conduct Business: Eliminate second sentence and replace with the following.:

Once a printing kiosk has been reported broken or in a non-operating condition, the Vendor shall either take corrective action or provide the appropriate parts and support to the University staff who will then address the print station"

Section 13.3 – Conduct Business Eliminate this section in its entirety.

Section 16.0 – Colonel Card: Eliminate reference to vendor paying 2% of total gross sales for use of the Colonel Card

Rebate Offered and Paid to the University: Eliminate wording in section and replace with the following:

If the University desires to increase the price per print from the Vendor Standard Price, Vendor shall return to the University the entire amount of the markup charges minus a 20% cloud usage fee. If the University chooses to decrease the price per print from the Vendor Standard Price, the University will be responsible for paying the difference between the Vendor Standard Price and the per print price selected by the University.

RECEIPT OF ADDENDUM SHOULD BE ACKNOWLEDGED WITH THE RESPONSE TO THE BID. PROVIDING A COPY OF THE ADDENDA WITH YOUR BID FORM IS AN ACCEPTABLE METHOD OF ACKNOWLEDGING RECEIPT OF ADDENDA. FAILURE TO ACKNOWLEDGE ADDENDA MAY BE CAUSE FOR BID NOT TO BE CONSIDERED.



Terry G. Dupre
Director of Purchasing, Property Control
and Support Services Administration